

CITY OF NEW YORK, HUMAN RESOURCES ADMINISTRATION, FAMILY INDEPENDENCE ADMINISTRATION
JOBSTAT REPORT, VERSION 15.0
CLINTON HILL(67) Job Center -November 2016

Director: Heather Logan Since: 6/30/2015
 Deputies: Deborah Perez; Patricia Brisco-Bonitto
 Deputy Regional Manager: Roger Jarvis, Roberta Hannah, Augustina Obosi
 Executive Region Manager: Jahnara Glover
 Staff on Board:
 Zip Codes covered:11201, 11210,11212,11221, 11225, 11227, 11236, 11239

Caseload all (cases): 9,180
 Caseload recurring (cases): 8,943
 Caseload non-recurring (cases): 237
 Cases with an individual in sanction status: 32
 Average Case Size: 2.2

Caseload all (persons): 20,098
 Caseload recurring (persons): 19,582
 Caseload non-recurring (persons): 516
 Adults: 9,935
 Children: 10,163

Applications all: 1952
 Applications recurring: 1227
 Applications non recu: 725
 Applications Acceptar: 42.5%
 Recert. Sched: 1067

Center Performance							
	Monthly	Score: 64.9	Rank: 11	YTD	Score: 60.2	Rank: 14	
	PROVIDING ACCESS to SERVICES	ENSURING PARTICIPANT SUPPORTS are in PLACE	MOVING PARTICIPANT TOWARD ECONOMIC SECURITY	ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION	DELIVERY of CUSTOMER SERVICE	All	
Center							
Exceeds performance expectations	2	1	1	3	0	7	
Meets performance expectations	2	3	2	1	1	9	
Approaching performance expectation	0	0	1	0	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	
City Wide Totals (19 total centers)							
Exceeds performance expectations	2	0	1	0	0	3	
Meets performance expectations	2	3	3	4	1	13	
Approaching performance expectation	0	1	0	0	0	1	
Fails to meet performance expectations	0	0	0	1	0	1	

Average Wait Time
Current Month
0:49

Non POS/PAM Transactions	
Count	% of Total
33	0.34

	Report Month	Performance Expectations														3 month		Year to date		Prior Year				
		Performance Expectations				Center Performance				Citywide	Citywide Performance to threshold				Center	City	Center	City	Center	City				
		Low	Excellent	Center Pts	Available Pts	Score	Denominator	Monthly Rank	Performance	Variance from Previous Month	Score	Centers Above threshold	Centers with-in Threshold	Centers approaching Threshold	Centers below Threshold	Score	Rank	Score	Rank	Score	Rank			
PROVIDING ACCESS to SERVICES																								
1	Cash Assistance Application Timeliness	Oct	95%	99%	7.0	8	98.5%	1884	9	Yellow	-0.3%	96.9%	5	11	1	2	98.8%	8	97.1%	99.3%	3	97.7%	98.5%	96.3%
2	SNAP Application Timelines	Oct	95%	99%	7.1	8	98.5%	747	14	Yellow	-0.6%	96.1%	7	8	1	3	99.1%	6	96.6%	99.3%	4	97.4%	98.5%	95.1%
3	Same Day SNAP Issuance (weekly Avg)		96%	98%	6.0	6	99.3%	447	7	Green	3.4%	98.5%	15	3	0	1	95.8%	18	98.2%	95.3%	19	98.4%	97.4%	98.2%
4	SNAP Separate Determination Rate		94%	99%	6.0	6	99.3%	301	14	Green	-0.3%	99.5%	16	2	1	0	99.2%	13	99.2%	98.7%	7	98.3%	96.3%	96.8%
ENSURING PARTICIPANT SUPPORTS are in PLACE																								
5	Missing or Outdated Employment Plan		97%	99%	1.6	4	97.8%	810	11	Yellow	-0.4%	96.8%	3	12	4	0	98.2%	11	97.2%	98.8%	6	97.0%	98.0%	96.4%
6	Rate of Child Care in Child Care System		95%	98%	0.3	4	95.2%	84	14	Yellow	4.8%	97.5%	7	7	2	2	92.5%	17	96.6%	92.4%	16	95.4%	92.2%	93.6%
7	Eligible & Referred to Appropriate Activities		95%	98%	0.5	6	95.2%	273	14	Yellow	-1.1%	96.5%	5	9	3	2	96.2%	14	96.9%	96.3%	13	96.4%	94.8%	94.0%
8	Re-Engaged after Good Cause		97%	99%	6.0	6	99.5%	397	4	Green	0.6%	98.3%	8	5	4	2	99.4%	6	98.1%	99.6%	1	98.3%	99.3%	98.4%
MOVING PARTICIPANT TOWARD ECONOMIC SECURITY																								
9	Reported Placements		227.3	284.1	0.1	5	228	0	13	Yellow	2	128	3	10	2	4	225	15	129.7	220.8	18	138.8	220.3	136.4
10	Employed Cases with Current Documentation		90%	95%	0.0	5	89.9%	69	15	Yellow	5.6%	94.2%	9	5	2	3	85.1%	17	93.1%	87.0%	19	91.7%	75.9%	80.6%
11	Cases Budgeted Timely (35 days)	Oct	90%	95%	5.0	5	95.0%	80	9	Green	-2.2%	94.3%	8	6	3	2	96.7%	9	94.5%	94.4%	9	94.2%	81.8%	90.9%
12	% Placements w/FIA3As (Employment Form)		92%	95%	5.0	5	96.8%	157	14	Green	-1.5%	96.9%	18	1	0	0	97.2%	8	96.4%	96.0%	12	95.7%	92.6%	94.5%
ENSURING EFFICIENCY and QUALITY in CENTER ADMINISTRATION																								
13	Training Attendance Rate	Oct	90%	95%	6.0	6	98.1%	105	6	Green	0.1%	92.5%	12	3	1	3	98.4%	3	94.6%	97.7%	4	95.2%	95.3%	92.0%
14	SNAP (EQAS) Payment Error Rate	Aug	6%	0%	0.0	6	0.0%	0	17	Red	0.0%	1.7%	0	11	8	0	7.0%	15	2.4%	9.5%	10	5.1%	9.1%	6.7%
15	Overdue Face To Face Recertifications	Oct	7	0	1.7	6	5.0		14	Yellow	5	3	6	10	3	0	4	16	2	4	15	3	11	4
16	SSN Validation		95%	98%	5.0	5	100.0%	48	1	Green	0.0%	97.5%	12	6	0	1	99.2%	3	97.7%	97.2%	12	97.5%	97.0%	97.9%
17	% SI over 45 Days		5%	3%	5.0	5	0.6%	166	13	Green	0.0%	7.9%	16	0	3	0	0.7%	11	6.5%	0.2%	6	6.2%	0.2%	10.7%
18	Fair Hearing Request Rate						5.1%	10155				3.9%					5.3%		4.0%	5.4%		4.2%	7.9%	5.1%
19	Fair Hearing Withdrawal Rate						8.4%					8.4%					7.1%		7.1%	9.2%		7.2%	31.6%	29.5%
20	Fair Hearing Affirmation Rate						57.4%					53.6%					49.7%		53.0%	47.7%		40.6%	39.6%	39.1%
DELIVERY of CUSTOMER SERVICE																								
21	Customer Satisfaction Rate (FFY)																							
22	Spot Violation		3	0	2.7	4	1		18	Green	1	0	17	2	0	0	0	18	0.0	0	19	0.04	0	0

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	Center				Borough				City Wide			
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
Demographics												
Applications	455	772	n/a	725	1,744	3,088	n/a	2,695	6,153	11,375	n/a	9,198
Acceptance Rate	56.7%	57.6%	n/a	62.4%	48.0%	44.0%	n/a	64.5%	47.1%	46.5%	n/a	59.3%
Percentage New To Cash Assistance	13.8%	16.1%	4.4%	10.4%	25.6%	23.5%	8.2%	9.6%	18.9%	22.7%	8.0%	10.0%
Exits (Employment Related)	53	79	26	0	239	336	104	0	886	1,274	407	0
Exits (Non Employment Related)	193	426	108	197	569	1,523	313	882	2,212	6,339	1,034	3,417
Caseload (cases)	2,858	3,929	2,156	237	9,756	17,240	7,106	1,020	54,900	82,441	26,018	3,965
Caseload (at least one individual in sanction status)	14	2	16	n/a	7	2	16	n/a	5	2	11	n/a
Caseload (persons)	7,348	5,105	7,129	516	25,887	31,620	23,725	2,309	129,451	112,523	84,851	8,794
Engagement												
Employed	1,026	896	977	n/a	4,100	1,762	3,243	n/a	11,858	5,374	10,387	n/a
School, Training and Education	208	125	91	n/a	783	559	316	n/a	3,640	1,951	1,192	n/a
WEP and Job Search	206	231	133	n/a	633	886	394	n/a	2,476	3,527	1,564	n/a
	All Case Types				All Case Types				All Case Types			
Child Care												
Total Children in Informal Childcare		1,333				4,170				14,435		
Total Children in Formal Childcare		3,037				16,173				39,856		
Total Children in Transitional Childcare		538				2,021				5,875		
Child Care Not found (Report Month)		48				58				247		
# of Refused Recipient Child Care Referral w/o Good Cause		0				0				18		
	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring	Family Assistance	Safety Net	Moe	Non Recurring
Outcomes												
Education & Training Completions				n/a				n/a				n/a
B2W Placements				n/a				n/a				n/a
Average Wage				n/a				n/a				n/a
Other Placements				n/a				n/a				n/a
Average Wage				n/a				n/a				n/a
	All Case Types				All Case Types				All Case Types			
Retention Rates (3 months)		75.4%				79.7%				81.0%		
Retention Rates (6 months)		67.5%				74.8%				73.0%		
Retention Rates (9 Months)		64.5%				67.0%				66.6%		
Retention Rates (12 Months)		64.9%				67.0%				65.0%		